

CALNET II RFP DGS-2053 Question and Answer Set #8
December 22, 2004

The answers contained in Question and Answer Sets are in response to the questions presented by vendors to be addressed at the bidders conference and are not all-inclusive. Additional answers to questions submitted for the bidders conference will be issued as responses are developed.

General Response: These answers have been developed in response to the literal questions posed and the State has not tried to read anything more into the questions. The length of each answer is intended to provide information focused on the specific point of each question without confusing the issue. If you feel a question of a specific RFP point has not been answered thoroughly, please refine your question and resubmit it for response.

Functionality:

- It is not the State's intent to dictate the method of service/feature delivery.
- The complexity and diversity of the responses possible for some questions dictate the need for further detailed clarification and analysis which will occur during the conceptual and detailed technical proposal confidential discussions (RFP Section 2.3.2).

Costing: The pricing model provided in the cost tables in Section 7 is designed as a means to compare the prices of all bidders equally for the functionality required in the RFP. The intent is to solicit pricing for all of the features and functionality required while allowing each bidder an opportunity to apply the pricing for their particular solution to each of the requirements.

Alternative Services: The state, through provisions of Appendix B, Section 67, Availability of Refreshed Technology and Additional Service Items, has demonstrated its interest in having access to alternative services and new technologies. Following the Contract award, services may be added to the CALNET II contract only if categorized as an enhancement to competitively bid services offered under the Contract. If the state determines the offered service does not qualify as an enhancement, the state will consider alternative competitive procurement options.

2. Rules Governing Competition

- 2-1. 2.2.7: If the language ambiguities within the RFP and their resulting misinterpretations were acknowledged, would DGS/TD consider withdrawing RFP DGS-2053 and extending the SBC/PacBell CIIN CALNET contract DGS-0026 for one year, with the condition that the extension would remove the mandatory agency service requirements in the DGS-0026 extension? Removing these mandatory service requirements will allow agencies to define what their true telecommunications requirements are, and it would insure that

the majority of the State agencies could continue to use today's TDM technologies. This would allow DGS/TD time to develop an RFP with the State's strategic plan and conform to the State CIO's publicly-stated goal that the State have an IP Converged network.

Answer: a. No. Any perceived ambiguities will be resolved through the communications channels provided in the RFP process (question & answers, confidential discussions, addenda). See the General Response in Q&A Set #2, released November 24, 2004

- 2-2. 2.3.4: Is DGS/TD interested in price reductions throughout the life of the contract? Is DGS/TD aware that during the last 5 years, telecommunication services have dropped in price an average of 30%.

Answer: a. Yes, and DGS has made provisions in the RFP for an annual service review and benchmarking to evaluate price reductions. B. DGS is aware of the industry trends and the RFP is structured to take advantage of future trends.

3. Existing Services

- 3-1. 3.1 Overview: You mention that if contracted services do not meet customer requirements that the non-exempt agencies can request an exemption from the current contract based on MM 04-08. How many CALNET exemptions have been requested? How many CALNET exemption requests have been granted?

Answer: Sixteen (16) exemptions have been requested and ten (10) exemptions have been approved under the current contract.

- 3-2. 3.3 Service Types: Please define "seamlessly transition" in the case: a) CALNET II contractor is the same as CALNET I contractor; b) CALNET II contractor is different from CALNET I contractor (e.g. is any downtime in terms of minutes, overnight, weekend permitted and for which services and which agencies?)

Answer: Irrespective of the awarded contractor, the state expects the transition to occur with minimal disruption to the end user predicated on business and operational requirements. There are no specific parameters, but bidders should plan to avoid downtime to the extent possible.

- 3-3. 3.4, Service Quantities and Locations: With DGS/TD's current CALNET reporting capabilities, will DGS/TD make available to bidders all network access, and minutes of use for all local and long distance services, by address and agency location? When more than one agency occupies the same address, will DGS/TD break out the components and usage of the co-located agency personnel? When will the State provide future bandwidth requirements by location?

Answer: The State will provide as much information as is available once we receive the Bidder's Pre-qualification Documentation in accordance with the Key Action Dates in Section 1.5. If the bidder requires more

information, then the requests must specifically identify the need and the State will attempt to obtain this information.

- 3-4. Exhibits in Section 3: What are the associated traffic loads (e.g. average number of calls per hour, average call hold time) and peak periods for the voice services?

Answer: The State will provide as much information as is available once we receive the Bidder's Pre-qualification Documentation in accordance with the Key Action Dates in Section 1.5. If the bidder requires more information, then the requests must specifically identify the need and the State will attempt to obtain this information.

- 3-5. Exhibits in Section 3: What is the capacity of the current CALNET I backbone?

Answer: A network map of the current CALNET I backbone is provided in the RFI (Section 3, page 13) and can be found at <http://www.td.dgs.ca.gov/Services/ONS/CALNETIHomepage.htm>.

- 3-6. Exhibits in Section 3: How much traffic is carried by the backbone per hour, and what are the peak periods?

Answer: The State will provide as much information as is available once we receive the Bidder's Pre-qualification Documentation in accordance with the Key Action Dates in Section 1.5. If the bidder requires more information, then the requests must specifically identify the need and the State will attempt to obtain this information.

- 3-7. Exhibits in Section 3: What is the current delay across the backbone between each of the 11 LATAs and what is the access delay between each of the 77 Central Offices and the backbone?

Answer: The complexity and diversity of the responses possible for this question dictate further detailed clarification and analysis which will occur during the conceptual and detailed technical proposal confidential discussions (RFP Section 2.3.2).

5. Administrative Requirements

- 5-1. 5.2 Productive Use Requirements: What is considered to be a sufficient record of proven performance for new equipment, software and services for large governmental deployment and in a geographically diverse environment?

Answer: The record will be judged on a case-by-case basis, based on the nature of the new service being proposed, and the risk to State services as perceived by the State. The bidder should present documentation that clearly demonstrates the record of proven performance for large governmental applications and in a geographically diverse environment. Bidders may do so according to the procedures set forth in RFP Section 2.2.6, or bidders may do so within their Conceptual Proposals. In either case it will be the State's sole discretion whether or not the proposed services meet the productive use requirement.

- 5-2. 5.22, Customer References: Who are the members of the DGS CALNET II RFP Evaluation Team?

Answer: The members of the DGS CALNET II RFP Evaluation Team have not yet been determined.

- 5-3. 5.22, Customer References: Could DGS provide the names of the DGS CALNET II Evaluation Team that are not to be used as references?

Answer: The members of the DGS CALNET II RFP Evaluation Team have not yet been determined. A vendor entitled to seek a reference from DGS should send it to the Procurement Officer, and DGS will determine who will provide the reference.

6. Business and Technical Requirements

- 6-1. 6.1 Compliance with Section 4: This requirement requests that the contractor adhere to Section 4 - Proposed Environment. Section 4 references Appendix B, Section 67 regarding flexibility and refreshing or adding new technology to the contract. Appendix B, Section 67, page 36 only allows the winning contractor to offer flexibility, technology refresh, or new technology. How does this requirement or the RFP in general, foster competition and bring the best value to California & its citizens?

Answer: The referenced Section 67, Availability of Refreshed Technology and Additional Service Items, contains provisions for enhancing services that have been competitively bid. Services or features not qualified as enhancements or competitively offered on the new contract, may be obtained through alternative procurement acquisitions at the State's option.

- 6-2. 6.3.3: Pages 8-9: What is the difference between accounting codes and ID codes?

Answer: An accounting code is a code assigned to a project, department, or division. A person dialing a long distance number must enter a code so the Call Accounting system can calculate and report on the cost of that call at the end of the month or designated time period. Due to the tracking complexity of some accounting codes, ID codes are assigned to a particular project- it includes the client's number and the number of the particular project.

- 6-3. 6.3.8, Toll Free Enhanced Routing: Page 13: what does "dial out" mean?

Answer: Dial out is the ability for agencies to assign a PIN number(s) to employees or clients allowing them to call a toll free number and dial out to a local number.

- 6-4. 6.3.8, Toll Free Enhanced Routing: How much administrative control will the end customer have and under what circumstances?

Answer: This will be determined during the conceptual and detailed technical proposal confidential discussions (RFP Section 2.3.2).

- 6-5. Table 6.3.8.a: In re Page 14: called party give back—what is this?

Answer: This allows the call to be routed back to the originally called location.

- 6-6. 6.3.9, International Toll Free Services: Will DGS provide a list in advance of RFP due date of international countries being considered for toll free service. Will specific countries not served by toll free service disqualify potential contractors?

Answer: A list of the international countries being considered will be provided in a future addendum.

- 6-7. 6.4.1, Line Side Services, Minimum Requirements: Point of clarification: With regard to ITU-T G.107 and G.109, the E-model, this is a transmission planning guide and not a method for real-time voice quality assessment. The R factor is a measure of additive impairments that can be calculated if one has the end-to-end OLR (Overall Loudness Rating) of all the devices traversed in the live network including the end phones. An R factor of 85 does not correlate to a MOS score of 4.0, but about 4.4 (See figure B.2 of G.107). CODEC G.711 (the baseline) is assessed ITU-T G.113 with a MOS of 4.1. To attain an R factor of 85+ at any time is impossible for a voice call that traverses the PSTN in any portion of the call leg.

Answer: This language has been corrected with Addendum #3.

- 6-8. 6.4.1, Line Side Services, Minimum Requirements: Where the RFP refers to a MOS score, does it mean the score must be assessed via the ITU P.800 (MOS) method with real users in a carefully controlled room, or one of the mathematical models for predicating MOS such as ITU-T P.862 (PESQ)? If so, then can we assume that only voice clarity is of concern and not two-way impairments to speech quality, such as echo and delay (which PESQ does not measure)?

Answer: This language has been corrected with Addendum #3.

- 6-9. Table 6.4.3.a: Direct out, page 37, provides a dialing plan to allow calls from within the system, to be placed to numbers outside the system, without dialing an access code. There are circumstances under which this would result in an impossible to resolve numbering conflict. Would you please explain this requirement?

Answer: The agency's service requirements are determined jointly between the Contractor and client agency during the process identified in Section 6.13.3. The State will evaluate each proposed solution on its own merits. Bidders are encouraged to include as much flexibility and utility in their proposals as possible.

- 6-10. 6.4.7: The RFP's continual reference to Supertrunk would appear to favor PacBell/SBC as this is their proprietary name for a T1-based trunk. Is this a correct understanding of the State's requirements?

Answer: The State's requirement is described as "Supertrunk, or equivalent." It is not the State's intent to preclude nor exclude contractors' proposed solutions related to any service or feature identified under this RFP. The State's intent is to identify, to the best of the State's ability, the existing integrated voice and data central office trunk modules utilized by governmental agencies, and to solicit proposed solutions for equivalent or like services that meet or exceed the State's requirements from all qualified participants.

- 6-11. 6.4.8 Voice Mail Services: Since the RFP is written to keep legacy Centrex and POTS services in place indefinitely, why is Central Office Exchange Voice Mail Services even a separate "Mandatory" requirement?

Answer: As stated in Section 6.4.8, Voice Mail Services, the state requires voice mail services be provided on a statewide basis from central office exchange or equivalent facilities.

- 6-12. 6.4.8 Voice Mail Services: Under the definition of "Mandatory" service in Section 6 page 1, is this supposed to be a no cost item?

Answer: Yes, The State expects that existing services will be transitioned to CALNET II without cost to the State or end-users.

- 6-13. 6.4.8 Voice Mail Services: How does this requirement support the State's movement towards open systems and unified messaging?

Answer: Integrated messaging is now a desirable pricing option for VoIP. This change has been included in Addendum #3, Section 7 changes.

- 6-14. 6.4.8: Voice Mail Services: End users may reply to messages from other CALNET voicemail systems without incurring message or return call charges? How can this be done if returning the call requires a toll call?

Answer: End users served by different consolidated location voice mail systems cannot make return calls without incurring message charges. This language will be corrected in a future addendum

- 6-15. 6.4.8: Voice Mail Services: WEB-based end user administration: It is doubtful this can be accomplished, within central office-based voicemail, to serve all locations. Is our understanding correct?

Answer: Restrictions or limitations, related to proposed services or features, may be identified in the Section 6 table; Document/Location column. The State will evaluate each proposed solution on its own merits. Bidders are encouraged to include as much flexibility and utility in their proposals as possible.

- 6-16. 6.4.9 Interactive Voice Response (IVR) System: IVR page 55: Auto attendant is generally a voicemail feature. It can be done with IVR but generally is

much more expensive than voice mail. Also, the names directory requirement is usually done from voice mail. How flexible is DGS/TD with this requirement?

Answer: The State will evaluate each proposed solution on its own merits. Bidders are encouraged to include as much flexibility and utility in their proposals as possible.

- 6-17. 6.4.9 Interactive Voice Response (IVR) System: Translator—translates and forwards an old telephone number to a new number. Is it DGS/TD's intent for the IVR to handle this requirement?

Answer: Yes. Translator is a requirement as defined in Section 6.4.9.

- 6-18. 6.4.9 Interactive Voice Response (IVR) System: Is it expected that the FAX functionality is completely enclosed within the IVR or is integration into a third party FAX system acceptable? If it is a third party system that is expected, is there one chosen already?

Answer: Various facsimile business applications are utilized by government agencies. An agency's specific fax applications requirements are defined, jointly between the Contractor and client agencies during the process identified in Section 6.13.3. The State will evaluate each proposed solution on its own merits. Bidders are encouraged to include as much flexibility and utility in their proposals as possible.

- 6-19. 6.4.10 Consolidated Services: In re Consolidated services page 58: Is this requirement to provide tie lines or ETN capability? Is this request asking the vendor to provide IP trunking between central offices? The table on consolidated ACD and consolidated network ACD are confusing. Would you please explain in more detail?

Answer: a. The States requirements relate to a single consolidated service location that serves multiple governmental agencies. b. It is not the State's intent to dictate the method of service/feature delivery. The State would appreciate clarification from the contractor related to this question. c. The State's requirements for consolidated Services with Automatic Call Distributors (ACD) relate to the availability of that service in the specific locations, identified in the Consolidated Services Table. It also relates to the larger agencies' requirements to consolidate multiple ACD locations across the State (multiple consolidated services locations) and utilization of the Network ACD capabilities.

- 6-20. 6.4.10 Consolidated Services: Do local calls between the IP phone system and the Centrex need to be toll free regardless of which system they are initiated on?

Answer: No. Applicable local toll charges will be dependent upon bidder's proposed solution and whether the call originates and terminates within the same community of interest.

- 6-21. 6.4.10 Consolidated Services: Do CO based features on the IP phone system and the Centrex need to interoperate (features such as call park, etc.)?

Answer: Yes, The State expects features and functionality to be interoperable predicated on business requirements.

- 6-22. 6.5.2 Security: Do the bulleted items in this section actually belong in a customer “managed security” requirements section?

Answer: Yes. These items describe the required elements of the bidder’s network security plan.

- 6-23. 6.5.2/6.7.2 Security: Reference: “The State expects stringent security standards, based upon the transmission of confidential or sensitive data.” Has DGS/TD conducted a preliminary Risk Assessment and Analysis to determine the sensitivity levels and potential impact (High, Medium, and Low) regarding the confidentiality, integrity, and availability of the State’s data and information systems? Will this information be available for the bidder to determine appropriate countermeasures and security controls?

Answer: a. No, DGS/TD has not conducted a preliminary Risk Assessment and Analysis. b. Further detailed clarification will occur during the conceptual and detailed technical proposal confidential discussions. Bidders are encouraged to include as much flexibility and utility in their proposals as possible.

- 6-24. 6.5.2/6.7.2 Security: Reference: “Support all current and future US encryption standards.” Are these standards based on National Institute of Technology (NIST) / FIPS approved encryption algorithms i.e. 3DES, AES? Does DGS/TD have a requirement that all hardware, software, and firmware providing encryption be validated in accordance to FIPS 140-2 Cryptographic Module Certification?

Answer: a. Yes. b. Security standards shall be based on the security practices as determined by each customer. Bidders are encouraged to include as much flexibility and utility in their proposals as possible.

- 6-25. 6.5.2/6.7.2 Security: Reference: “Security Audits & Network Audits” Will DGS/TD specify the State’s retention policy for on-line and off-line Audit Trails?

Answer: Records retention requirements are described in Appendix B, Section 33 (Examination and Audit).

- 6-26. 6.5.2/6.7.2 Security: Reference: “Identification and Authentication (I&A).” Are there I&A requirements that require strong authentication (certificate, token) for privilege (root, admin) access users?

Answer: Yes, security standards shall be based on the security practices as determined by each customer and circumstance. Bidders are encouraged to include as much flexibility and utility in their proposals as possible.

- 6-27. 6.5.2 Security: "Provide subject matter experts and sales professionals to assist agencies with individual security solutions at no cost to the State." Would you please explain this requirement in detail?

Answer: Further detailed clarification will occur during the conceptual and detailed technical proposal confidential discussions (RFP Section 2.3.2). Bidders are encouraged to include as much flexibility and utility in their proposals as possible.

- 6-28. 6.5.2/6.7.2 Security: Reference: Voice and data redundancy and disaster recovery requirements do not appear to specify any details for multiple carriers. Please clarify the need for alternate service providers for these designs.

Answer: It is not the State's intent to dictate the method of service/feature delivery. Bidders are encouraged to include as much flexibility and utility in their proposals as possible.

- 6-29. 6.6.2.1 Analog Service: What agency and applications still use this capability at the locations outlined in Section 3?

Answer: The applications still in use are alarm/metering, data transport, off-premise station, tie line, and forward call information (FCI) applications are supported by analog services. The specific agency information is being researched and will be provided as available after January 18 to qualified bidders.

- 6-30. 6.6.5: Does the State desire ISDN Primary rate circuits with 56Kbps channelization?

Answer: No, 64K channels only.

- 6-31. 6.6.7.1 Frame Relay: Why are increments of CIR discussed, but no classes of service for the PVCs that guarantee frame delivery within CIR parameters and frame delivery of discard-eligible (DE) frames?

Answer: Class of service is currently defined through the CIR requirements. The State understands that frames with DE set can be discarded. This concept can be further explored during the conceptual proposal confidential discussions.

- 6-32. 6.6.7.1 Frame Relay: Does the State and agencies really require the granularity of 4 kbps CIR increments or is 8 kbps increments acceptable? Or is this being used as a means to limit qualified providers?

Answer: a. 4 kbps is the current requirement of the State. b. See "General Response" in Question and Answer Set #2 posted November 24th, 2004.

- 6-33. 6.6.7.2 Asynchronous Transfer Mode Data Services: The requirement states that local loop connections to the provider's ATM switch not be subject to mileage charges. a. Does this mean the State will procure its own local access as laid out in Section 6.6.3? b. Or does it mean that there should be no backhaul charges to the ATM switch from the service provider's initial POP? c. If a service provider leases a local loop from an ILEC that is regulated and does have mileage sensitive access charges, is it the State's expectation that this charge not be billed to the State? d. Does the State receive flat-rate local loop for all ATM services today? e. If so, is it under a CPUC tariff?

Answer: a. No, it means the State will not accept mileage charges for the local loop connections. b. Yes. c. If there are local loop charges from an ILEC, those charges must be included in the prices provided in Section 7. d. Yes. e. The flat-rate local loop charges for ATM services on the CALNET I contract are not under a CPUC tariff.

- 6-34. 6.8, Alternate Technologies: There are a large number of new services that are not listed as being part of this RFP (basic wireless phone service, wireless LAN, remote workforce capability, RFID, converged voice/data services, collaboration services, etc.). Many of these services are commercially available today. Is it the State's intent to issue separate RFPs for each of these services or will contracts for these types of services be issued by State agencies as a one-off procurement.

Answer: The state will evaluate its business requirements and determine whether it would be in its best interest to award master agreements, issue separate solicitations for technologies or services, or support individual agency acquisitions to meet specific business applications. Wireless technology is one segment of services that will be dealt with outside of CALNET II.

- 6-35. 6.8, Alternate Technologies: Based on the conclusions made on the future of the telecomm industry in section 6.8 is it the intent of DGS/TD to release subsequent RFPs in support for newer technologies?

Answer: The state expects the Contractor to enhance services competitively bid on CALNET II where possible. Where the state identifies a need for technology or services not contained in CALNET II, it will assess whether master contracts, separate solicitations, or individual agency procurements are the most appropriate means to meeting the state's business requirements.

- 6-36. 6.8, Alternate Technologies: If RFP DGS-2053 is meant to allow agency customers to keep existing services, shouldn't there immediately be a clear, expedited exemption process or alternate procurement for those agencies that want to move California forward in terms of applying IP-enabled communications solutions to better serve citizens? Although DGS is bringing up IP-enabled solutions in this section, it is done in a manner that puts the incumbent ILEC in the position to offer the services according to their own best interests and schedule instead of opening up competition.

Answer: The state has an exemption process defined in Management Memo 04-08. The DGS/TD has an existing technology project delegation process that permits agencies to acquire technologies or services consistent with state procurement policies. The IP enabled models do not favor a particular vendor, but utilizes a Greenfield approach that seeks both a CPE and network solution.

- 6-37. 6.8, Alternate Technologies: The RFP states that “converged services (such as VoIP)” will be made available at a future time within the contract awarded through this procurement. Will no competitive procurement be issued for these services, other than CALNET II?

Answer: The requirement for a competitive bid option will be predicated on whether the offered technology or service is determined to be an enhancement of services competitively bid on CALNET II. If qualified as an enhancement, a competitive bid is not required. If the service does not qualify as an enhancement, it must be competitively procured should the state determine it is required to meet business requirements.

- 6-38. 6.8.1 Voice Over Internet Protocol (VOIP): Point of clarification: Neither MGCP nor H.248 (MEGACO) are VoIP protocols. They are gateway control protocols and may be used in conjunction with either H.323 or SIP or both.

Answer: These protocols were listed only as examples of recognized standards in the VoIP classification. This language will be modified in a future addendum.

- 6-39. 6.8.1 Voice Over Internet Protocol (VOIP): Point of clarification: Call setup time and dial tone delay for standard PSTN POTS and ISDN calls (with, for example a 5ESS Class 5 switch) is 4 seconds, per ITU-T Q.931.

Answer: The State’s requirement for call setup time and dial tone delay is 3 seconds.

- 6-40. 6.8.1 Voice Over Internet Protocol (VOIP): Does the State intend to implement these security precautions on VoIP calls conducted across their private intranet, or only across the public Internet, or both? Will all VoIP implementations be required to support all of these security precautions?

Answer: a. The security precautions pertain to any network over which the State’s traffic traverses. b. The State requires all VoIP implementations to support these security precautions as they apply to the design model.

- 6-41. 6.8.1 Voice Over Internet Protocol (VOIP): Is it DGS/TD's intent to require only standards based technology as defined on page 112? Will DGS/TD allow proprietary protocols within a defined data network, for example, EIGRP?

Answer: a. Yes. b. Yes, however, implementation/transition costs for basic services as described in the RFP will be borne by the Contractor.

- 6-42. 6.8.1, Technical Requirements: Are the Dial tone delay and call setup time requirements on page 112 end to end requirements over a rolling month average?

Answer: Refer to Table B2, Section 6, 6.15.5

- 6-43. 6.8.1.1 Central Office Network Based VoIP Design Model: What objective criteria and requirements will DGS use to compare different solutions presented for this exercise?

Answer: The State will evaluate the bidders proposal as outlined in Section 9 using the requirements listed in Section 6.8.1 of the design models.

- 6-44. 6.8.2.1 MPLS Design Model: What objective criteria and requirements will DGS use to compare different solutions presented for this exercise? How will DGS compare two different solutions since a specific application set is not defined for this scenario?

Answer: The State will evaluate the bidder's proposal as outlined in Section 9 using the requirements provided in 6.8.2.1 that will be modified in a future addendum.

- 6-45. 6.9.5, Services Related Hourly Report: If the State has existing contracts for maintenance and support how will that be handled?

Answer: This requirement will be changed to Mandatory-Optional in a future addendum to allow state agencies the flexibility to use existing maintenance agreements.

- 6-46. 6.11.4, Provisioning and Implementation: In re page 135, provisioning and implementation requirements section. Is DGS/TD requiring on-site provisioning and implementation activity, at its expense, or can the vendor use the vendor's existing operational support system? May the vendor provide DGS/TD monthly reports to satisfy SLA's?

Answer: a. Yes, on-site provisioning is a mandatory requirement that must be provided at the Contractor's expense. b. Monthly reports may satisfy the SLA's, depending on the content. This is a good example of the type of clarification that can be realized during the confidential discussions.

- 6-47. 6.11.4, Provisioning and Implementation: 3rd bullet - What is the definition of "processed on a less than one-day cycle" for a service order? Does this mean the order has been posted and acknowledged or does it mean the order is complete? Is the intent of the "service activity monitoring and development of agency profiles" to track monthly order activity and services procured?

Answer: a. Installation intervals are defined in Section 6.15.9, Installation Interval SLAs. b. This means that the service order is complete. c. Tracking monthly order activity, services procured, and development of customer profiles is but one example of web based access options the state may employ to conduct contract oversight.

- 6-48. 6.11.4, Provisioning and Implementation: 6th bullet - Will the master ATR file contain delegation of authority and thresholds for quantity and dollars spent?

Answer: The Agency Telecommunications Representative file identifies individual within agencies approved to order services. It does not provide thresholds for quantities or spending authority – that is specific to each customer agency.

- 6-49. 6.12.6, Services: What is the amount or percentage of the Administrative Fee? Will the Supplier be expected to build that into their pricing model or is that added on type of the service requested?

Answer: a. The nature of the Administrative Fee and the method of calculation are described in RFP Section 6.12.5 and in Appendix B, Section 60. b. The bidders are not required to build an allowance for Administrative Fees into their pricing, but the successful Contractor is required to include the Administrative Fee as determined by DGS, in their invoices to the Customers.

- 6-50. 6.12.6: Department of Finance will not resolve or coordinate any billing problems between the Contractor and the State of California organizations being invoiced. Will billing issues be coordinated directly with organizations customer service, billing group etc?

Answer: All billing issues will be coordinated between the Customer of record and the Contractor. However, DGS may act as an intermediary in some instances.

- 6-51. 6.15, Service Level Agreements: It will be exceptionally difficult for IXC's to meet a 5 day expedited delivery SLA due to ILEC, AAV, CLEC delays and processes. Would DGS consider changing this approach so that IXC's and other carriers can competitively compete for this business?

Answer: This requirement was modified with the release of Addendum 1.

- 6-52. 6.15.4, Service Level Agreement: Would DGS consider extending the due date for submission of requests to change RFP sections 6.15.4 and 6.15.5?

Answer: This date was changed with Addendum #2.

- 6-53. 6.15.9: Please explain the "Message Waiting Query M-O)- User with Message Center feature can cancel a call request left on a line" feature and its functionality.

Answer: Message waiting query is the ability of an Electronic Business Set (EBS) user to access a message center and cancel a call request left on a centrex line.

- 6-54. 6.16.2.2, DGS/TD Detail of Services Billed Reports by Service: Is the Unique Svc/Feature identification code on page 210 the same as the Service Identifier Code on page 216?

Answer: Yes, they are the same.

9. **Proposal Evaluation**

- 9-1. 9.5.2. How will the State determine if a material deviation of a “Mandatory” or “Mandatory-Optional” is significant enough to cause rejection of the Bidder’s entire proposal. If the bidder meets most, but not all of the elements of a minimum requirement, or has geographic, technology platform, or other limitations to some “Mandatory-Optional” services, will the bidders entire proposal be rejected?

Answer: Determining the degree of materiality of a deviation will be handled on a case-by-case basis. The State will consider all factors of the issue including the specific RFP requirement and the degree to which a response deviates from that requirement as well as the anticipated impact on the customers. Final decisions on any deviation will be consistent with RFP section 2.1.1.d.

- 9-2. 9.5.3: In the evaluation criterion (Section 9), can you clarify why the voice SLA is weighted significantly less than the data SLA? It begs the question...Isn't voice traffic important?

Answer: Actually, Voice Network Services and Voice Line Side Services collectively are valued higher than Data Services.

12. **Appendix B – Model Contract**

- 12-1. Will Appendix B of the RFP be amended to delete section 89, which we believe is dated. Section 89 refers to a new California law -- PCC Section 10295.3 -- but that law, relating to equal benefits, is not now in effect and is not scheduled to be effective for more than 2 years. Paragraph 89 of RFP Appendix B mentions a July 1, 2004, effective date for the new law. That was the original effective date, but we understand that date has been changed to January 1, 2007.

Answer: No, the requirement will not be deleted. PCC 10295.3 (f) (1) required that “Every contract subject to this chapter shall contain a statement by which the contractor certifies that the contractor is in compliance with this section.” As this contract will acquire more than \$100,000 of services, it is subject to this statute. While parts of the law don’t go into effect until 1/1/07, this is a 5-year contract that will extend into 2010. Bidders must certify that on 1/1/07 they will be in compliance with the law.